

### Glossary of Terms

As used in this document, unless otherwise provided or the context otherwise requires, the following definitions of terms will govern the construction of this document.

1	<b>Accuracy</b>	The quality or state of being exact or precise: free from making mistakes or errors.
2	<b>Addendum</b>	An addition or change made to the RFP before the contract is signed into effect. The contract will include addenda added to the RFP.
3	<b>Administrative Bulletin</b>	Bulletins released to all potential Proposers who have submitted Letters of Interest or entities who have requested to be placed on the RFP permanent mailing list and may include addenda or additional information or data.
4	<b>Affiliate</b>	An organization or person that directly, or indirectly through one or more intermediaries, controls or is controlled by, or is under control with the Contractor and that provides services to or receives services from the Contractor.
5	<b>Attachments</b>	Exhibits and special or unique materials relating to the requirements attached to the contract and incorporated by reference.
6	<b>Attestation of Understanding/Agreement</b>	A Contractor's formal declaration of understanding of the terms requested and required by the RFP.
7	<b>Attorney General</b>	The name commonly used to refer to any of the deputies on the staff of the Office of the Attorney General of the State of California.
8	<b>Beneficiary</b>	A person who is determined eligible for the Medi-Cal program.
9	<b>Bid</b>	A potential Contractor's reply to solicitation for purchase of goods or services which represents what the Contractor would charge to provide those goods or services.
10	<b>Bidder</b>	An individual, sole proprietorship, firm, partnership, corporation, or any other business venture that responds to a RFP by submitting a bid to the contracting agency. Synonymous with the term Proposer.
11	<b>Carrier</b>	Any insurer, including any private company, corporation, mutual association, trust fund, reciprocal or inter-insurance exchange authorized under the laws of California to insure persons against liability or injuries caused by another.
12	<b>Contract</b>	A legally binding agreement between the State and another entity, public or private, for the provision of goods or services.
13	<b>Contract Effective Date</b>	The date upon which the terms of the contract go into effect. Date is specified in the contract on the standard contract form.
14	<b>Contract Number</b>	The seven digit number assigned to the RFP and

		contract for tracking purposes. The contract number must be affixed to the proposal submission and accompany all communications with the State regarding the proposal or contract.
15	<b>Contract Requirement/Deliverable</b>	Any service, deliverable or other duty which the Contractor is required to provide or perform under the terms of the contract.
16	<b>Contract Term</b>	Used to identify the starting and ending date of the contract and/or the time allowed for the performance and completion of the contract.
17	<b>Contract Officer</b>	Responsible party within the State who has authority to enter into a contract with the proposer and is responsible for managing the contract.
18	<b>Contractor</b>	The individual, company, public entity or organization that has been awarded a contract.
19	<b>Contractor's Cost</b>	The actual cost of expenses incurred by the Contractor to perform any task as part of this contract.
20	<b>Contractor's Representative</b>	The Contractor's official representative responsible for managing the Contractor's operation.
21	<b>Corrective Action Plan</b>	Specific identifiable activities or plans of action necessary to correct deficiencies or problems identified by formal audits, formal reviews, or State monitoring activities.
22	<b>Cost Proposal</b>	A sealed, written, dollar or price estimate offered in response to a formal or informal request for bid.
23	<b>Data</b>	Facts, or a collection of facts, used to make a judgment.
24	<b>Department</b>	Refers to the State of California Department of Health Services.
25	<b>Department of Health Services (DHS)</b>	The single State agency responsible for administration of the Medi-Cal, Medi-Cal Managed Care, County Medical Services, California Children Services, and other related programs.
26	<b>Director</b>	Refers to the Director of the Department of Health Services.
27	<b>Dispute</b>	A controversy arising under this contract between the State and the Contractor regarding the Contract Officer's determinations concerning the terms and conditions and contractual obligations embodied in this contract.
28	<b>Fee-For-Service (FFS)</b>	A method of charging based upon billing for a specific number of service units rendered to an eligible beneficiary. Fee-For-Service is the traditional method for reimbursement used by physicians. Payment almost always occurs retroactively (i.e., after the service has been rendered).
29	<b>Letter of Interest</b>	A letter sent to the State by a potential Proposer expressing interest in submitting a Technical Proposal and Cost Proposal. The letter identifies the prime Contractor, address, liaison person(s) and any other proposed Contractor/Subcontractor(s).
30	<b>Managed Care</b>	A planned, comprehensive approach to health care

		that combines clinical services and administrative procedures within a coordinated system constructed to provide cost-effective and timely access to primary health care.
31	Medicaid (Title XIX)	The program authorized by Title XIX of the Social Security Act to provide medical benefits for certain low-income persons.
32	Medi-Cal Health Plan	Any health plan as described in Welfare & Institutions Code Division 9, Part III, beginning with Chapter 7, Article I, Section 14000.
33	Medi-Cal Program	Medicaid Program administered by the State of California per Title XIX Federal Medical Assistance Program to provide federal and State financial assistance for health and medical care of needy persons meeting program eligibility standards.
34	Medicare (Title XVIII)	The program authorized by Title XVIII of the Social Security Act of 1965 to provide payment for health services to the population age 65 and over.
35	Office of Medi-Cal Procurement (OMCP)	The office responsible for all DHS Medi-Cal related procurements.
36	Proposal	A potential Contractor's sealed written proposal of costs and approaches/methods to be used in the performance of a particular service. Specifically, in this document, the Proposal is the two-part (Technical and Cost Proposal) written response to the RFP.
37	Proposer	An individual, sole proprietorship, firm, partnership, corporation, or any other business venture that responds to an RFP by submitting a bid to the contracting agency. Synonymous with the term Bidder.
38	Proprietary	Ownership such as held under patent, trademark, or copyright. The term can include information (contract data) which is unique to a company and which, in the hand of a competitor, would be detrimental to the company.
39	Provider	An individual, group, or institution licensed to provide medical care.
40	Request for Proposal (RFP)	The solicitation document that describes the qualification requirements, performance specifications, time frames, and other requirements and asks bidders to describe how they would accomplish the services and at what price.
41	Scope of Work	Work activities, actions to be performed, deliverables to be supplied, methods and approaches to be used, and expected objectives and outcomes to be achieved under a contractual agreement.
42	Subcontract	A formal agreement entered into by the Contractor with any other organization(s) or person(s) who agree(s) to perform any administrative function or service for the Contractor specifically related to fulfilling the Contractor's obligation to the Department under the terms of this contract.

<b>43</b>	<b>Subcontractor</b>	Any and all corporations, partnerships, agents, and/or individuals retained by the Contractor (with prior written approval from the State) to perform services under this RFP, regardless of the amount, duration, or scope of the services provided, and regardless of whether identified in the Contractor's proposal in response to the RFP or subsequently retained during the contract term.
<b>44</b>	<b>Technical Proposal</b>	A potential Contractor's presentation of proposed activities and/or actions, including recommended approaches or methods to solve or meet a service need, submitted in response to the RFP issued by the State.
<b>45</b>	<b>Title XVII</b>	That portion of the Social Security Act which authorizes the Medicare program.
<b>46</b>	<b>Title XIX</b>	The Title of the Social Security Act which enacted Medicaid in 1965. Synonymous with the term Medicaid.
<b>47</b>	<b>Title 22</b>	Title 22, Division 3, California Code of Regulations, contains the rules and regulations governing the Medi-Cal program. These regulations define and clarify the provisions of the State statute, primarily the Welfare and Institutions Code.
<b>48</b>	<b>Turnover</b>	An RFP term associated with the transfer of contract responsibilities and program related information upon contract expiration and/or termination.
<b>49</b>	<b>Welfare and Institutions Code</b>	The California code of law which includes the Medi-Cal Act.